Linkages & Coordination:

Health Departments, Labs, Hospitals, and Countries

- John Nelson, Arizona Department of Health Services

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Agenda

- ❖ Categories of Relationships - Identifying Partners

- ❖ Working with Partners – Examples in Action

- ❖ Establishing an Approach or Process

- ❖ Conclusions

Key Issues

❖ When we look at public health preparedness and response, there are many new and interesting relationships and linkages that need to be established and maintained.

❖ These linkages represent both public and private entities.

❖ A consistent approach to understanding and working with partners is important for maintaining trust.

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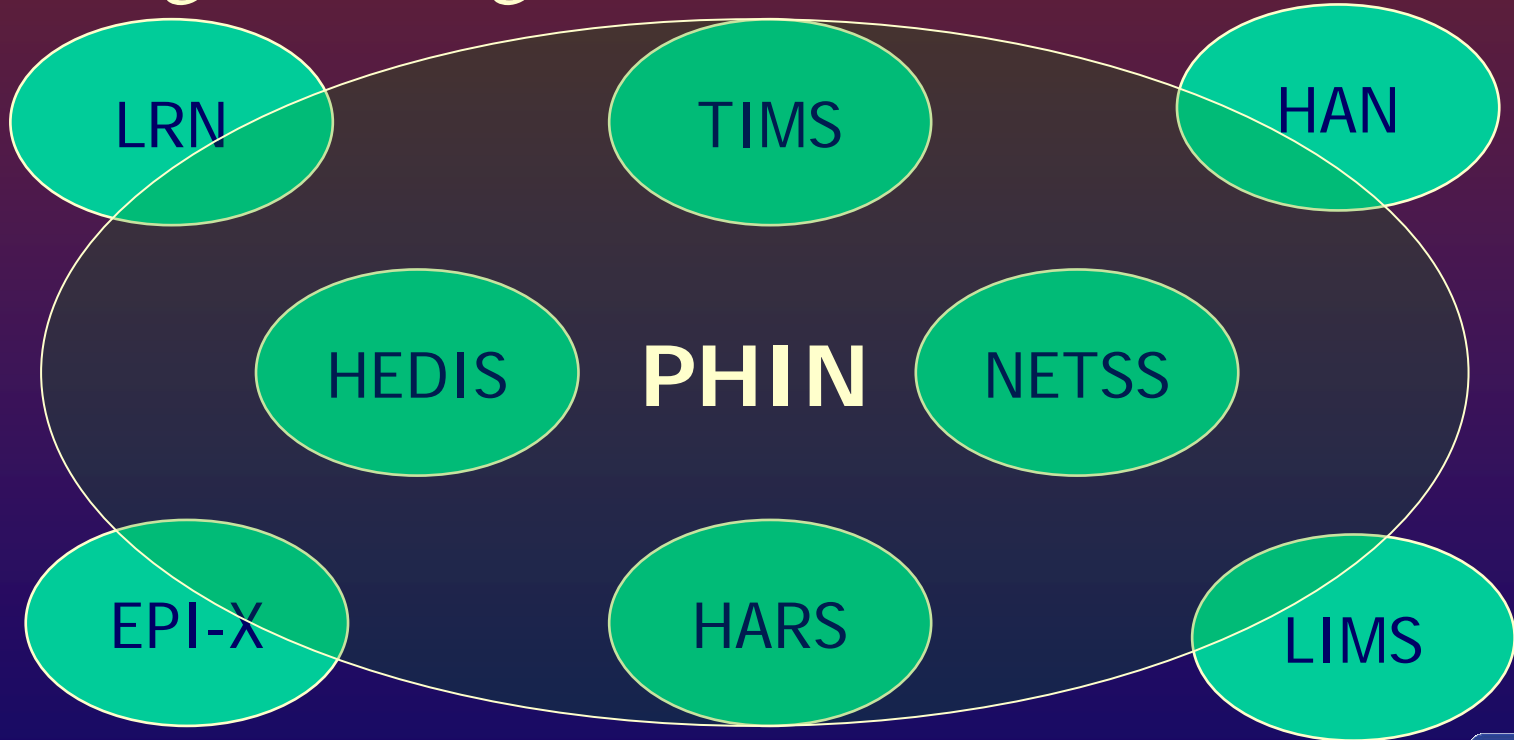Department of
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Categories of Relationships

- ❖ Intra-discipline
  - ❖ Much of the work of NEDSS and PHIN
  - ❖ Reduce the Silos
- ❖ Inter-discipline
  - ❖ Much of the work in Preparedness and HAN
  - ❖ Working with Homeland Security, Emergency Management, First Responders, and Law Enforcement
- ❖ Inter-jurisdictional
  - ❖ Part of all initiatives
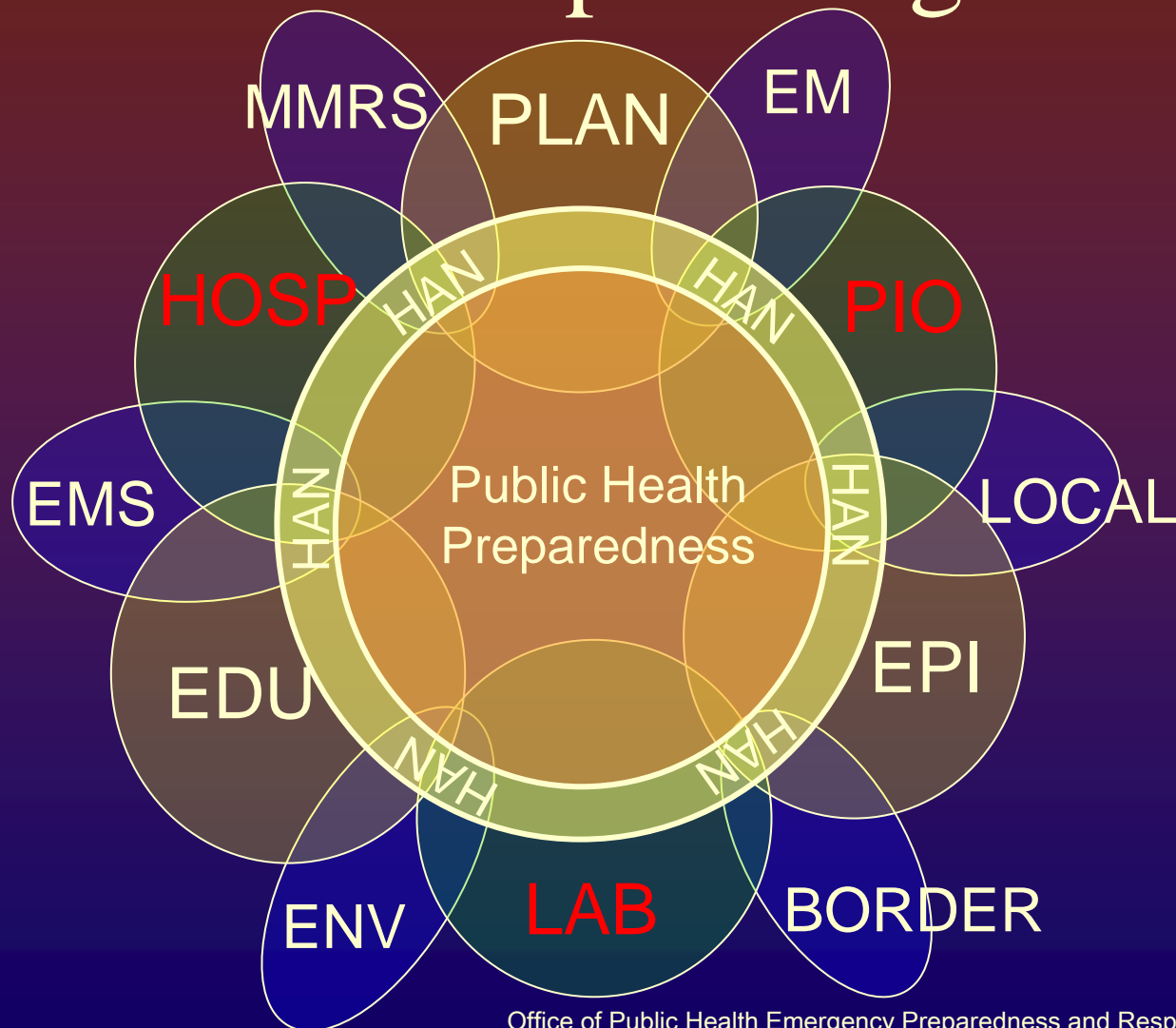 - ❖ Includes both Public and Private partnerships

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Bringing the Silos Together

❖ NEDSS → PHIN Initiatives provide a framework to bring areas together. → **NHIN**

LRN   TIMS   HAN

HEDIS   **PHIN**   NETSS

EPI-X   HARS   LIMS

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Partnership Linkages

MMRS · PLAN · EM · HOSP · PIO · EMS · LOCAL · EDU · EPI · ENV · LAB · BORDER

HAN

Public Health Preparedness

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Inter-Jurisdictional Partners

❖ Identification of Partners

    ❖ Governmental Agencies

        ❖ Local Government

        ❖ State Government

        ❖ Federal Government

        ❖ Other Sovereign Nations

    ❖ Private Organizations

        ❖ Healthcare

        ❖ Non-profit organizations

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Identify Partners

❖ "Everyone wants to share data" - False

❖ "No one doesn't want to share data!" – True

❖ The "World View" of partners is key to gaining their participation.

  ❖ Competing interests

  ❖ Focus on costs or resources

  ❖ Data ownership/confidentiality

  ❖ Focused on mutual benefits

Working with Health Departments

- ❖ Local health departments are our primary partners
- ❖ Success builds with trust
  - ❖ Foster ownership in the system
  - ❖ Provide mechanisms for feedback
- ❖ Differentiate between data control and data access
  - ❖ Enable uniform approach to data sharing
  - ❖ Plan for versatility

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Working with Tribes

❖ Tribal governments, while operating as sovereign nations, view themselves as local communities.

❖ Although many tribes do not meet the criteria of being a local health agency, they usually have health programs that focus on education and prevention.

❖ Sharing is focused on improving community health and not on epidemiological investigations.

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Working with International Partners

❖ International partners are not bound by borders.

❖ Ownership of the data and the system is very important.

❖ Mexico doesn't have the same infrastructure to support the technologies.

❖ Data tracking and analysis of most diseases are based on syndromes and not laboratory confirmation.

❖ Political issues are prevalent and can be difficult to overcome.

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Working with Hospitals and Labs

❖ Since these organizations may be required to share multiple sources of data, work to consolidate the complexity of interactions with hospitals and laboratories.

❖ Understand the cost factors involved in providing the data. Explain initial investment and maintenance costs, while understanding potential cost savings.

❖ Differentiate between mandates and volunteerism

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The 3 Step Approach

1. Understand our partners
   - ❖ Understand the "World View" of our partners
   - ❖ Be prepared to explain the benefits
2. Make the technical implementation painless
   - ❖ Be flexible and provide options
   - ❖ Follow and established process
3. Maintain relationships to grow relationships
   - ❖ Utilize successes as references
   - ❖ Establish a feedback loop and provide response support

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Conclusions

❖ Linkages and coordination occur across disciplines, jurisdictions, and through public and private partnerships.

❖ All partner linkages are unique, therefore understanding and anticipating their concerns and needs is very important.

❖ Technical implementations need to be simple, flexible, and utilize available standards.

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